WS-01303A-06-0491



ARIZONA CORPORATION COMMISS



UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: (602)

Fax: (602)



4700

Priority: Respond Within Five Days

Opinion

No. 2007 - 62524 Date: 8/14/2007

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Joseph

Hertel

Account Name:

Joseph Hertel

Street:

Home: Work:

CBR:

City: State:

ΑZ

Zip:

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Contact Phone:



Nature of Complaint:

08/13/07 Correspondence received

Joseph Hertel



Arizona Corporation Commission 1200 West Washington street Phoenix, Arizona 85007-2996

Ra Arizona-American Water Company Rate Case Hearing on August 23, 2007 Docket #WS.01 30344)6-0491

Arizona Corporation Commission

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Dear Commission Members.

I understand that there will be a hearing before your commission on August23 regarding a rate increase by Sun City Wastewater and Sun City West Wastewater Districts. Currently, residents of Sun City West pay a fiat charge of \$20.58 per month regardless of the volume of water used. In most municipalities, charges are based on the actual water used. That is certainly the most equitable method. Please consider charging in the future based on usage. That provides the maximum incentive for each individual to conserve water. Thank you for your attention to this matter.

Respectfully yours Joseph Hertel

End of Complaint

Utilities' Response:

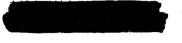
ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

08/14/07 I sent the customer a letter thanking them for their opinion:

Joseph Hertel



Re: Arizona American Docket # WS- 01303A-06-0491

Dear Mr. Hertel:

Your letter regarding the Arizona American Water Company (Arizona American) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at

Sincerely, Lynn Combs Consumer Service Specialist Utilities Division *End of Comments*

Date Completed: 8/14/2007

Opinion No. 2007 - 62524